

- **Exchange Online customers can now choose from an even broader selection of merchandise by using the Online Special Order program.** Using the Online Special Order Program is an excellent way for customers to find items not otherwise available in the Exchange or online store. Details of the program are available via the AAFES web site, aafes.com. The program is available 24 hours a day, seven days a week, every day of the year. A list is provided of companies willing to take orders for specific models or styles of hard to find merchandise. AAFES has an agreement with these companies to provide a military discount and to ship directly to a customer's home.
- **AAFES family friendly employer.** Applicants can view jobs available at each exchange and apply online at aafes.com under Employment. The AAFES Automated Hiring System, implemented worldwide in August 2002, has helped increase the quantity and quality of our applicants. Military family members and off-duty military make up 28 percent of the AAFES workforce. Applying online is convenient, especially to military family members who are relocating.
- **Our MCSSs are experiencing backorders from Defense DSCP on several key items.** This is affecting maternity BDU slacks, Air Force lightweight jackets with liner, medium/large field packs, canteen covers, canteen cups, duffel bags and equipment belts. DSCP get-well dates on these items range from April to August 2003. We've also experienced shortages of items when local MCSS managers were not informed of pending deployments, training exercises, or advanced promotions. Please ensure commanders keep MCSS managers or local general managers in mind with plans which could challenge the normal MCSS system.
- **The Department of Defense has authorized Exchange New Car Sales to sell new automobiles and motorcycles to customers stationed or assigned to overseas locations (excluding Hawaii and Alaska) for 30 consecutive days or more for stateside and in-country delivery.** The exception will be Harley Davidson, who has agreed to reduce their minimum requirements from 120 to 90 days, but won't be able to change the minimum to 30-days because of previously committed product allocations and pre-existing agreements with their U.S. dealers until their 2004 model year. [Visit encs.com for more information.](http://Visitencs.com)
- **Maintaining quality and attractive PX/BX facilities is a valuable component of the exchange benefit.** A portion of each dollar spent in your Exchange is used to fund the AAFES Capital Program, which provides for new construction, renovation and upgrades to Exchange facilities. During the previous five years (1998-2002), the AAFES Capital Program funded 122 major projects (80 new construction and 42 renovations/upgrades) valued at \$525M. For 2003, we've programmed \$163M to fund 26 major projects, to include support for Military Housing Privatization Initiatives. Your PX/BX is a valuable member of the military community and a primary contributor to Quality of Life initiatives on your installation.

Thank you for your continued support.



KATHRYN G. FROST
Major General, U.S. Army
Commander